

# Trevlynn Rodrigues

Millennium Group of Hotels & Resorts

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## **Educational Qualification**

- ❖ Graduate in (B.COM) from Rizvi College of Commerce, Arts & Science, Mumbai Board)
- ❖ Higher Secondary School (10 + 2) from St. Mary's Junior College, Mumbai.
- ❖ Secondary School Certificate (10) from St. Mary's High School, Mumbai.
- ❖ Diploma in Hotel Management, Mumbai

## **Professional Experience**



***“Kingsgate Al Jaddaf, Kingsgate Canal & Grand Kingsgate Waterfront”*** Successfully pre opened all 3 luxury properties in the heart of the city Jaddaf. In close proximity to City Centre and Dubai Health care city. The entire project consisted of 265 Rooms with 7 Outlets, Luxurious Spa, Beauty Saloon, Gift Shop, Sisha, Grocery and many other lease options.

***Cluster General Manager***  
***(October '2020 – Present)***

*As a Cluster General Manager responsible for all aspects of operations in all assigned hotels, to day-to-day staff management and guests. Being an ambassador for the brand and all properties assigned. Providing leadership and strategic planning to all departments in support of our service culture, maximized operations and guest satisfaction. Work Very closely with the hotel owners and other stake holders.*

*Responsible for managing the Hotels management team (HOD's) and overall hotel targets to deliver an excellent Guest experience. Managing between profitability and guest satisfaction measures.*

## **GM DUTIES AND RESPONSIBILITIES:**

- ❖ *Oversee the operations functions of the hotel, as per the Organizational chart.*
- ❖ *Hold regular briefings and meetings with all head of departments.*
- ❖ *Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.*
- ❖ *Lead all key property issues including capital projects, customer service and refurbishment.*
- ❖ *Handling complaints, and oversee the service recovery procedures.*
- ❖ *Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.*
- ❖ *Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.*
- ❖ *Ensure all decisions are made in the best interest of the hotels and management.*
- ❖ *Deliver hotel budget goals and set other short and long term strategic goals for the property.*
- ❖ *Developing improvement actions, carry out costs savings.*
- ❖ *A strong understanding of P&L statements and the ability to react with impactful strategies*
- ❖ *Closely monitor the hotels business reports on a daily basis and take decisions accordingly.*
- ❖ *Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.*
- ❖ *Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.*
- ❖ *Prepare a monthly financial reporting for the owners and stake holders.*
- ❖ *Draw up plans and budget (revenues, costs, etc.) for the owners.*
- ❖ *Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment's and services.*
- ❖ *Act as a final decision maker in hiring a key staffs.*
- ❖ *Coordination with HOD's for the execution of all activities and functions.*
- ❖ *Overseeing and managing all departments and working closely with department heads on a daily basis.*
- ❖ *Manage and develop the Hotel Executive team to ensure career progression and development.*
- ❖ *Be accountable for responsibilities of department heads and take ownership of all guest complaints.*
- ❖ *Provide effective leadership to hotel team members.*
- ❖ *Lead in all aspects of business planning.*
- ❖ *Respond to audits to ensure continual improvement is achieved.*
- ❖ *Corporate client handling and take part in new client acquisition along with the sales team whenever required.*
- ❖ *Assisting in residential sales as and when required and development with strong sales prospects.*
- ❖ *Responsible for safeguarding the quality of operations both (internal & external audits).*
- ❖ *Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.*



***“Ramada by Wyndham (Dubai Investment Park)” a luxury pre – opening hotel near Dubai Expo Center comprises of 18 suites and 214 luxury rooms with 2 restaurants and 2 banquets halls and conference and a coffee shop.***

***Assistant General Manager***

***(March ‘2020 – September’2020)***

***Pre-Opening (Project Closed and delayed until 2021 due to Corona Virus)***



***“Pearl City Suites Deluxe Hotel by Gemstones Hotels” a luxury hotel near City Centre comprises of only suites with 2 restaurants and 9 banquets halls and conference which makes it the busier hotel in the area.***

***General Manager***

***(Feb ‘2019 – Feb’2020)***

- ☐ Responsible for all aspects of operations at the hotel, day-to-day staff management and guests.
- ☐ Working as an ambassador for the brand and the hotel.
- ☐ Provide leadership and strategic planning to all departments in support of our service culture, maximized operations and guest satisfaction.
- ☐ Work very closely with the hotel owners and other stake holders.
- ☐ Responsible for managing the Hotels management team (HOD's) and overall hotel targets to deliver an excellent Guest experience.
- ☐ Manages between profitability and guest satisfaction measures.



***“Pearl City Suites Deluxe Hotel” (Part of City Seasons Hotels) a luxury hotel near City Centre comprises of only suites with 2 restaurants and 9 banquets halls and conference which makes it the busier hotel in the area.***

***General Manager – (Operations)***

***(July’2017 – January’2019)***

- ❖ *Oversee the operations functions of the hotel, as per the Organizational chart.*
- ❖ *Hold regular briefings and meetings with all head of departments.*
- ❖ *Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.*
- ❖ *Lead all key property issues including capital projects, customer service and refurbishment.*
- ❖ *Handling complaints, and oversee the service recovery procedures.*
- ❖ *Responsible for the preparation, presentation and subsequent achievement of*

*the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.*

- ❖ *Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.*
- ❖ *Ensure all decisions are made in the best interest of the hotels and management.*
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- ❖ *Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.*
- ❖ *Maximizing room yield and hotels revenue through innovative sales practices and yield management programs.*
- ❖ *Prepare a monthly financial reporting for the owners.*
- ❖ *Draw up plans and budget (revenues, costs, etc.) for the owners.*
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- ❖ *Corporate client handling and take part in new client acquisition along with the sales team whenever required.*
- ❖ *Assisting in residential sales as and when required and development with strong sales prospects.*
- ❖ *Responsible for safeguarding the quality of operations both (internal & external audits).*
- ❖ *Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.*

### **Achievements:**

- ***Won the best Hotel Manager Award for year 2018.***
- ***Achieved best Customer reviews for the Property and got the highest guests ratings among the group in terms of customer satisfaction metrics.***



***Pearl Hotels / “Best Western Pearl Creek Hotel” – Corporate Office a  
Luxury hotel in Dubai Creek  
Group Corporate Cluster Sales & Revenue Manager  
(January’2017 – June’2017)***

- ❖ *Develops annual sales department budget and execute the sales program and plan goals.*
- ❖ *Monitors sales production and adjust sales activities, account coverage and sales priorities as necessary to achieve plan goals.*
- ❖ *Plans, establishes goals, and administers Sales functions to deliver qualified leads and service existing accounts.*
- ❖ *Identifies sources of group business for the hotel and establish solicitation programs to maximize sales.*
- ❖ *Identify sources of individual business and allocate the resources to develop relationships with them.*
- ❖ *Analyzes and assess sales production vs. targets and take necessary measures and actions.*
- ❖ *Recruits, selects, trains and motivates Sales Department employees to realize their potential and to develop individuals for advancement.*
- ❖ *Develops active communication and close rapport with local authorities such as Tourism board, convention bureau, Airlines, and other sources of sales information and support.*
- ❖ *In conjunction on the revenue path, maximize rooms’ inventory and catering space (where applicable), identify opportunities for focused sales programs and activities.*



***Abu Dhabi National Hotels***

***“Liwa Hotel a 4 Star Luxury Desert Resort and a Beach resort in Abu Dhabi***

***Hotel Manager***

***(January’2015 – December’2016)***

*Assisting in the planning and directing of the entire operation of the hotel. To ensure that guest expectations are consistently exceeded, deliver superior operating performance, provide Owners a return on their investment, and inspire an open innovative learning environment for all our Colleagues and Leaders to allow them to reach their full potential. Operations that directly reporting include: Rooms, Food & Beverage, Spa, Kitchen, Security, Housekeeping and Engineering.*



***Grand Millennium Hotel, Dubai a 5star Luxury property.***

***Front Office Manager***

***(June’2013 – January’2015)***

*Functions as the strategic business leader of the property's Rooms department.*

Responsible for planning, developing, implementing and evaluating the quality of property's rooms. Position works with direct reports to develop and implement departmental strategies and ensures implementation of the brand service strategy and brand initiatives. Ensures Rooms operations meet the brand's standards, targets customer needs, ensures employee satisfaction, focuses on growing revenues and maximizes the financial performance of the department. Develops and implements property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand's target customer and employees and provides a return on investment to the owner and company.



***Grand Millennium Deluxe Hotel, Dubai a 5star Luxury property.***

***Assistant Front Office Manager***  
***(March '2010 – June '2013)***

***Senior Duty Manager***  
***(December '2008 – February '2010)***

***Duty Manager***  
***(September '2008 – December '2008)***



***Le Meridian Mina Seyahi Beach Resort a 5star Luxury Beach Resort.***

***Front Office Supervisor***  
***(June '2008 – September '2008)***



***Grand Millennium Deluxe Hotel, Dubai a 5star Luxury property.***

***Front Office Supervisor***  
***(August 2007 – June 2008)***



***Al Murooj Rotana Hotel & Suites, Dubai***

***Front Desk Agent***  
***(July 2005 – August 2007)***





***The Legend Hotel, Mumbai (4\* Star Hotel)***

*Front Office Assistant*

*(January 2005 – May 2005)*



***Parle International Hotel, Mumbai***

*Guest Service Officer*

*(June 2004 – January 2005)*



***Intercontinental Hotel, Dubai***

*Management Trainee (Front Office / Housekeeping)*

*(February 2004 – May 2004)*



***RAK Hotel, Rasalkhamiah***

*Trainee (Pastry / Kitchen / F&B / Banquets)*

*(May 2003 – August 2003)*



***The Leela Kempenski Hotel, Mumbai***

*Institute of Hotel Management - On Job Trainee*

*(February 2002 – July 2002)*

**Training Courses**

**Managerial Training**

- ❖ *Leadership Training / Team Motivation and Team Building*
- ❖ *Idea Yield Management System (IDEAS)*
- ❖ *Management Crisis*
- ❖ *Up Selling Training (Certified by TSA)*
- ❖ *Guest Courtesy Training*

**Loyalty Programs**

- ❖ *Millennium & Copthorne Loyalty Program*
- ❖ *Rotana Rewards Loyalty Program*

## **References**

Available through [www.Linkedin.com](https://www.linkedin.com/in/trevlynn-trist-rodriques-72373b21/) profile or on request  
<https://www.linkedin.com/in/trevlynn-trist-rodriques-72373b21/>